



# U.S. Department of Education Office of Safe and Drug-Free Schools

Emergency Response and Crisis Management

FY 2004 Grantees Meeting

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SHELBY COUNTY SCHOOLS

# Lessons Learned

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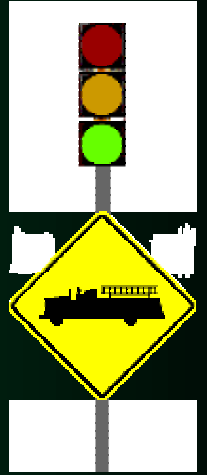
# Congratulations

What a difference  
a grant can make!!!

**EMERGENCY**



# Objectives



- ▼ Present overview of the crisis
- ▼ Share specific lessons learned
- ▼ Show changes that resulted from the incident.

# Seven Millington Teens Killed in Sunday Wreck

QuickTime™ and a  
TIFF (Uncompressed) decompressor  
are needed to see this picture.



# Information

- ✓ All seven dead on scene
  - phone of deceased child ringing
- ✓ No drugs or alcohol involved
- ✓ No identification on any of the children
- ✓ Same school, same grade



# Series of Events for School...

- ✓ Still no confirmation of names
- ✓ Eight names, seven bodies found in vehicle
- ✓ Notifications:
  - District crisis team
  - Classroom teachers
  - Bus drivers



# Series of Events for School...

- ▼ 5:30 p.m. seven names given to supervisor of school counselors
- ▼ Bus drivers
  - Given names and information on things to look for and expect





# A Somber Monday Morning...

- ▼ Crisis team packet
  - Student pictures
  - Class schedule and homeroom
- ▼ Crisis team met with faculty and staff
- ▼ Rampant rumors
- ▼ Written statement given to teachers
  - Option for counselor to read



# Lessons Learned

- ✓ Verification of names may be difficult
- ✓ System down - no access to student information from school computers
- ✓ Have multiple databases at different locations



# Student Check In and Out

- ✓ Have counselor(s) in the office
  - Damage control
  
- ✓ Have separate check-in and check-out area with counselors present
  - Emotional status check



# “We Can’t Lose Anymore”

- ✓ Suicide watch
- ✓ Had students write letters
  - Counselors read letters
    - Parent notified if necessary



# Teachers

- ▼ Prepare teachers for student reactions
- ▼ Give teachers written guidelines
- ▼ Frustrated teachers - students “feed” off the “drama”



# Resources

- ▼ Order early, order a lot
- ▼ District office personnel
- ▼ Volunteers - they will come
- ▼ Keep volunteers in counseling area for supervision



# Personal Effects

- ▼ Get personal effects as soon as possible when children are not present
- ▼ Deceased students' lockers
- ▼ Graded papers, art work, displayed projects



# Parents...

- ✓ Conduct a meeting with parents before any visitation is held
- ✓ Provide parents with information regarding their reaction and their children's reaction
- ✓ Be prepared for requests from parents of deceased children





# Visitations and Funerals

- ▼ Information needed for students about “visitations” and “funerals”
- ▼ Eighth graders had never seen anyone in a casket before
- ▼ Encourage parents to accompany students to visitations and funerals



# Memorials

- Items placed in and on lockers before we realized what was happening
- Set up table(s) for students to place things
- Screen every card made by students that will be sent home to parents
- Accident site



# Have a Guide in Place

- ✓ Information in one central location
- ✓ Procedures, sample letters, and hand-outs in place - allows for better services
- ✓ Have information on a disk
- ✓ Checklist of items to accomplish before students arrive



# The Principal

- ▼ Provide emotional support to principal
- ▼ Provide documentation of event
- ▼ Provide support for school counselor(s)



# Feeder Schools

- ✓ Notify feeder schools
- ✓ Provide counselors
- ✓ Provision of food and support



# Care for Caregivers

- ✔ Order enough resources
- ✔ The simple things really matter - food and water
- ✔ Debrief every day
- ✔ Remind teachers and staff to care for themselves



# Critical Incident Stress Management (CISM)

- ▼ CISM is evolving
- ▼ CISM may be new to school counselors
- ▼ CISM should be available to teachers/staff, principal, and crisis team members



# What Has Changed?

- ✓ A crisis manual for school counselors and psychologists completed
- ✓ CISM training to be conducted





# What Has Changed?

- ✓ Procedures in place
- ✓ Roles and responsibilities identified
- ✓ Better prepared